

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: **DODE81512612**
POSITION NO: **242926**
POSITION TITLE: _____

DATE POSTED: **10/03/16**
CLOSING DATE: **10/14/16**

Information Systems Technician

DEPARTMENT NAME / WORKSITE: **DOE/Navajo Head Start - Shiprock, NM**

WORK DAYS: <u>Monday - Friday</u>	REGULAR FULL TIME: <input checked="" type="checkbox"/>	GRADE/STEP: <u>AD60A</u>	
WORK HOURS: <u>40 hrs/Week</u>	PART TIME: <input type="checkbox"/>	NO. OF HRS./WK.: _____	\$ <u>29,993.60</u> PER ANNUM
	SEASONAL: <input type="checkbox"/>	DURATION : _____	\$ <u>14.42</u> PER HOUR
	TEMPORARY: <input type="checkbox"/>		

DUTIES AND RESPONSIBILITIES:

Provides support of microcomputer systems hardware, software, peripheral printers and related equipment; installs and maintains equipment and software such as operating systems, workstations, proprietary software packages, networking equipment and software, query languages, information dissemination tools, electronic mail and data base management software; troubleshoots and diagnoses equipment problems to ensure functional operation; installs, tests and configures hardware and software applications and programs; receives and responds to requests for assistance on desk top and computer related problems.

Evaluates nature of microcomputer hardware and software problems; where possible, determines problem and assists user with resolution; refers to higher level technician as required; locates vendors and arranges for shipment of equipment and/or parts as needed for repairs; prepare reports as required; maintains help desk database; retrieves data and generate reports; produces help desk status reports; attends and participates in meetings; keeps abreast of new trends and innovations in the field of information technology microcomputer systems support; may maintain an inventory of microcomputer parts, supplies and equipment; may monitor inventory levels.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- An Associate's degree in Computer Science or related field; with two (2) years of experience in information systems hardware and software installation and maintenance, network services, systems support or production support.

Special Requirements:

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:

Knowledge of data processing and computer systems terminology; microcomputer hardware and software terminology; basic principles and practices of microcomputer hardware and software; methods and techniques of setting up computer production jobs; methods and techniques of data entry; personal computer hardware and software components; modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications; knowledge of principles and procedures of record keeping; skill in troubleshooting various computer hardware and software problems; understanding and following oral and written instruction; skill in communicating clearly and concisely, both orally and in writing.

Incumbent must abide by program standards of conduct.

- ***A favorable background investigation. (If selected for the position, tribal, federal and state background checks must be completed prior to employment at the applicants expense)***

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.